

# Booking an engineer visit

## Best practice guide

# Introduction

This document gives guidance on points to follow when arranging an engineer visit on an order or repair.

It is designed to reduce the likelihood of no access or customer readiness issues, and to help our engineers ensure a successful visit for your customers.

Whilst the majority of our engineer visits are successful, we do sometimes encounter delays and problems where the engineers are unable to complete the order or repair within the visit.

We are constantly looking to improve our service and the points highlighted in this guidance are based on real situations where an action taken when ordering or booking a repair could have helped the job go smoothly.

Not completing structured order / fault information can also impact the eligibility for Service Level Guarantee payments.

# Common points for orders and repair visits

Please confirm with your customer that the full address is correct and is clearly stated on the order/fault

If the address is in a multi-occupancy building (e.g. Flat or Unit) please ensure this is reflected in your order. Whilst use of a “gold key” against the main address may appear to speed up order entry and lead times, lack of the flat number or sub-premise detail may result in the engineer being unable to locate your customer. Using the bronze key process in these cases will ensure our records are accurate and avoid delays on the visit. If repair – please highlight the discrepancy in the notes.

If your customer is a business – please ensure the business name is included in the notes to the engineer.

The business name (e.g. shop name) will help the engineer locate the premises.

Openreach standard\* appointments are a.m. 08:00 to 13:00 and p.m. 13:00-18:00. Please ensure that your customer is aware of the appointment and that they, or a representative, will need to be present throughout.

The Openreach engineer should arrive at any time within the appointment slot and work on until the work is completed (or advise your customer if the work cannot be completed for any reason).

Please do not add notes asking for time restrictions within the appointment slot.

Openreach uses an automated distribution system for engineer tasks. Such notes will not be read by that system and if access cannot be gained by the engineer, charges could be raised.

Please provide a contact number and name for your customer and, if possible, an alternative contact number and name. If a mobile number is given please ask your customer to have it switched on for the duration of the appointment.

The engineer will try and ring your customer en-route and will also use the contacts if he is unable to gain access or locate the premises. A named contact and alternative numbers all help to ensure that the appointment goes ahead as planned.

Please ensure that the person named as the on site contact is made clear (especially if this is a representative and not your actual customer) and that the person is authorised to give the engineer access to complete work within the property.

If the premises are multi-occupancy (e.g. business units or flats) your customer will need to ensure access is available to the telephone distribution point or communications room. They may need to arrange this with their landlord. Your customer’s representative needs to be an adult and should be aware of your customer’s requirements.

If access controls are in place, e.g. security desk/escort etc – please ensure your customer arranges this.

Some companies require that our engineer is accompanied at all times or have special security/clearance requirements. Any undue delays may result in charges being raised. Any special considerations such as “knock loudly bell broken...” should also be noted.

Are there any site specific safety issues / safety arrangements or special hazards?

These should be advised on the fault or order so that we can ensure the engineer is prepared.

\* Flexible appointments for Early morning/late evening can be booked if available (for details see Service Harmonisation on [www.openreach.co.uk](http://www.openreach.co.uk))

# Additional points for order visits

- **If your customer's line is being installed in a newly developed premise – please ensure your order reflects this.**

- On an engineer visit, some new developments are not on maps, nor are the premises/thoroughfares signposted. Knowing details of the development (e.g. plot number xx at abc homes...) will help our engineers locate the premises.

- **Is your customer able to confirm that they have an NTE (master socket) and that they are happy with its location?  
If not, ensure that the order requests a visit to provide or relocate the NTE/socket.**

- Some orders can be fulfilled without a visit if additional work at the premises is required then this needs to be clear.

N.B. On WLR3 since R1500 you are required to provide a TRC banding greater than zero when the additional site visit reasons generates a TRC charge.

- **Please ask your customer to ensure that the on site contact/representative is fully aware of the order i.e. what is to be provided and location of sockets if required.**

- We do get occasions where the onsite contact has advised of a location to fit sockets which differs from what your customer wants.

- **Please ask your customer to advise you, in advance, if there is a delay that means they cannot keep the appointment (e.g. gaining keys to premises, building work delayed etc). In these cases you will need to re-arrange or cancel the appointment with Openreach before the "Point of No Return".**

- If the engineer visit cannot be completed due to your customer not being ready , then charges may be raised.

- **If the circuit is being provided for data only (e.g. some LLU MPF circuits) and will not have dial tone – please make this clear in the notes.**

- Our engineers will test for dial tone on completion. If No Dial tone is expected – making that clear will avoid delays. N.B. On MPF circuits provided with telephony service the engineer performs an additional test to confirm that the line is working. This test requires dial tone, routing of an 0800 number and presentation of the calling line identifier to our test system call platform. The CP should ensure that these facilities are enabled and operational on their network whenever Openreach engineering activity is requested.

# Additional points for repair visits

- **Please ensure that you give as full a description as possible of the fault.**
- **When providing a contact number, this should be different to the line being reported as faulty.**
- **A customer contact number (and name) should still be given on a non-appointed repair**
- **You may be able to avoid a visit by ensuring your customer has unplugged their equipment at the NTE whilst you test the line.**
- **Please include a directory number (includes MPF circuits)  
If the circuit does not have a directory number because it is data only (e.g. some LLU MPF circuits) and should not have dial tone – please make this clear in the notes.**
- **If you no longer require a visit please notify Openreach immediately**
- This is particularly important on intermittent faults as it will help the engineer in identifying the cause of the fault.
- The engineer will try and ring your customer en-route and will also use the contacts if he is unable to gain access or locate the premises. A named contact and alternative numbers all help to ensure that the appointment goes ahead as planned.
- The engineer may be able to gain additional information about the fault, to assist location, by talking to your customer.
- Note – some newer premises have external NTEs. Charges may be raised if a fault is found on non-Openreach equipment.
- A directory number can help identify the circuit and when testing on completion of a fault. Our engineers will test for dial tone. If no dial tone is expected (i.e. a data only circuit) – making that clear will avoid delays.
- Openreach will accept cancellation of repair (and SFI) up to the point of no return without charge. Point of No Return for repair is engineer despatch.

# Other information

Other information related to placing orders and faults on individual products is available on the Openreach website :  
[www.openreach.co.uk](http://www.openreach.co.uk) following the link to products.

The same website also gives details on service harmonisation and service based solutions.

[www.openreach.co.uk](http://www.openreach.co.uk)

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